Richmond City Library Technology Plan
2006-2008

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I. Mission

The mission of the Richmond Public Library is to promote literacy and learning to all, including those persons with disabilities, by providing materials and services that will enlighten and enrich the informational needs of the library's patrons.

II. Introduction

The Richmond Public Library has a service population of nearly 2,500. During the fiscal year 2004 there were 13,208 visits to the library with 2,080 uses of the computers. There are three public schools within six blocks of the library. There is a university and a technology Center within fifteen miles of the community. Students from all of these schools depend on the library as a source of information to help them fulfill class assignments. While the library is constantly improving their collection, students who need the most recent information available on a given subject often rely on the Internet. Since Richmond is a rural community, there are many lower income residents who do not have access to a computer or the Internet in their homes. These people rely heavily on the library to provide those needed services. Because of the design of the library, persons with disabilities do not have access to the library. Therefore the technology services of the library are inaccessible to them.

III. Existing Technology and Services

The library's new server will enable the staff to more efficiently manage the growing collection. The new firewall will provide the capability for the library to host a secure card catalog on the library's web page. We are in the process of transferring our current catalog information into the new InfoCentre automation program.   When that is completed the web page will then be available online. This will make it more convenient for patrons, especially those with disabilities, to have access to online information from their homes. We will continue to provide a delivery service for those unable to access the library building.

One staff workstation has been replaced this year. It is by far the best machine to work on and has made it obvious that the others are in great need of being replaced. This year's plans are to replace the staff workstations A & B and two patron workstations F & G.

IV. Goals and Time Line

2006 Goals:
Upon completion of transferring our current catalog information into the new InfoCentre, the existing web page will be significantly expanded and made available online. Staff will be provided training from our technician and the product's company so they will feel comfortable and proficient in using and introducing the new library computer system. The library will apply for grant money to help with the replacement of two staff workstations and two patron workstations. The children's computer software will be assessed. The home delivery service for those unable to access the library will continue. The possibility of changing the speed of our internet connection will be addressed in earnest. Residents of the city will be made aware of expanded services through the city's newsletter.

2007 Goals:
The home delivery service for those unable to access the library will be fully implemented. Training will be provided in the homes of this sector of the population to educate them on using the online services. The children's computer area will be upgraded. Two machines will be replaced and software will be evaluated and upgraded for better usage. A card catalog computer will be installed to allow more machines to be available to the public for internet or word processing use. Grant money will be applied for to help with the purchase of computers.

2008 Goals:
Two or three more children's computers will need to be replaced and upgraded programs will need to be assessed. We also plan to purchase a hand-held inventory wand to inventory the collection as this has not been done previously.   Each year updated anti-virus software is purchased and installed by our technician.

V. Staff and Patron Training

All members of the library staff will be encouraged to attend technology-training sessions provided by the State Library System and other sources. In-house staff training will be an ongoing project that will keep staff abreast of new techniques and programs available. This in-house project will be accomplished through regular staff meetings. Training to use our online services will be provided for patrons unable to access the library.   In the near future we hope to offer training sessions at the library to educate patrons in understanding the computers and becoming comfortable and proficient in using them. These trainings will be advertised and promoted through the city newsletter and posters displayed throughout the city.

VI. Budget

The Richmond library receives its operating budget from the Richmond City General Fund. Because of the city's small population and tax base, the library relies on grants from the State Library System to supplement the budget. The library also applies for Federal grants to help with the technology section of our budget. The library is hoping to build, or renovate and add on to the existing building, some time in the future. This is something that is desperately needed as the current facility has insufficient space and is not accessible to persons with disabilities. The funds needed for this project are substantial and require extreme frugality with the operating budget.

Technology Budget	2006	2007	2008
Printer and Toner Supplies (Ink and toner, paper)	$600	$600	$600
Hardware and Software Support (2 hours Month for General Maint. & approx. 6 hours for unforeseen problems)	$1600	$1700	$1800
Internet Connection Fee ($125.00 mo.)	$1200	$1500	$1500
New Workstations			
(4 in 2006)	$5000		
(3 in 2007)		$4000	
(2 in 2008)			$1800
New Printer			$2000
New software (Anti-Virus, Etc.)	$400	$450	$500
Staff Training	$200	$250	$300
Total	**$9,000**	**$8,200**	**$8,500**

VII. Evaluation

Ongoing evaluation of technology and services is important to the library staff. Patron needs and patron satisfaction are monitored on a continuous basis through direct dialogue and surveys. Through this evaluation process, the library staff will assess technology needs to ensure that the technology services provided by the Richmond Library meet the needs of the community as closely as possible.

Richmond Public Library
3 Year Technology Plan
2006-2008

Approved by Board
October 2005